

CBTAP Business Profile

Agency X

Agency Mission:	To promote optimal health for individuals and communities while providing effective health services.
------------------------	--

CBTAP Business Profile

Agency X
Division of Health Services

Agency Mission:	To provide the leadership and direction and foster the spirit of innovation needed to achieve an efficient and effective health and human services system.
------------------------	--

Agency Notes:	The Health Services Division of Agency X works to protect public health and to bring high-quality services and support to constituents in need.
----------------------	---

Office of the Ombudsman

Business Unit Notes:	The Office of the Ombudsman consists of three staff working in our central location. These staff are dedicated to using the ombudsman function to help Agency X provide the best service possible and to help improve public health.
-----------------------------	--

CBTAP Business Profile

Agency X
Division of Health Services

Office of the Ombudsman

Business Function:	Dispute Resolution Reviews
---------------------------	-----------------------------------

Business Function Description

Performs dispute resolution reviews for certain long-term health facilities.

Business Function Criticality

Maximum Acceptable Outage:	97 hours or more (necessary)
Critical Peak Periods:	None
Critical Peak Days:	Daily
Critical Peak Months:	None

Direct Impacts

Daily Financial Impact:	Less than \$100,000
Affected Employees:	3
Affected Constituents:	10
Affected Organizations:	3

Affected Groups

The three staff of the Agency X Ombudsman Unit. The constituents with the dispute. The 2 long-term health facilities and sometimes an contracted facilitator.

Service Impact

Disputes between the long-term health facilities and the constituents would have to be resolved by another means. Un-resolved disputes can quickly become liabilities in terms of both quality health care for the constituent and financial impact.

Business Continuity Plan

Documented manual process for this function?	Yes	Date last tested:	06/03/2005
Business Continuity Plan for this function?	No	Date last tested:	

Business Function Notes

The financial impact of not resolving the disputes could become quite large over time.

CBTAP Business Profile

Agency X
Division of Health Services

Office of the Ombudsman

Business Function:	Ombudsman Function
--------------------	--------------------

Business Function Description

Act as a neutral third party to assist in the protection of the rights and interests of constituents against arbitrary or capricious action or lack of appropriate action by Agency X.

Business Function Criticality

Maximum Acceptable Outage:	73-96 hours (important)
Critical Peak Periods:	None
Critical Peak Days:	Monday, Tuesday, Wednesday, Thursday, Friday
Critical Peak Months:	None

Direct Impacts

Daily Financial Impact:	Less than \$100,000
Affected Employees:	3
Affected Constituents:	2,000,000
Affected Organizations:	10

Affected Groups

Employees of Agency X, Constituents of Agency X who have the need to file a complaint against Agency X. All three contractors working for Agency X. Nine regional boards for service coordination.

Service Impact

Constituents with possible complaints against Agency X would have no neutral party available for review and mediation of the complaint. The Employees and contractors would have no way to receive new issues and no way to follow-up on existing issues. Existing issues may fall through the cracks. If this function was not available, the nine regional boards for service coordination could not coordinate and act on complaints coming in to the Office of the Ombudsman.

Business Continuity Plan

Documented manual process for this function?	Yes	Date last tested:	05/31/2002
Business Continuity Plan for this function?	No	Date last tested:	

Business Function Notes

We used to perform this function manually (until May of 2002). We have not performed it manually since and are not sure if the old forms and file systems are still in place.

CBTAP Business Profile

Agency X
Division of Health Services

Office of the Ombudsman

**Business
Function:** **Review Policies and Practices**

Business Function Description

Ensures policies and practices of Agency X are consistent with the goals of the Health Services Commission.

Business Function Criticality

Maximum Acceptable Outage:	97 hours or more (necessary)
Critical Peak Periods:	Annually
Critical Peak Days:	None
Critical Peak Months:	January, February, March

Direct Impacts

Daily Financial Impact:	Less than \$100,000
Affected Employees:	3
Affected Constituents:	2,000,000
Affected Organizations:	2

Affected Groups

The three staff in the Agency X Ombudsman Unit. All Constituents of Agency X. Agency X and the Commission on Health Services.

Service Impact

If the policies and practices were not reviewed for consistency with the mission of the Commission on Health, Agency X may find itself in a position where services provided its constituents might differ from the stated mission. This could cause instability in the services provided and confusion as to the goal of the staff of Agency X.

Business Continuity Plan

Documented manual process for this function?	Yes	Date last tested:	03/15/2005
Business Continuity Plan for this function?	No	Date last tested:	

Business Function Notes

The Office of the Ombudsman does a yearly audit of the services provided by Agency X and the policies and practices used to provide these services. The audit is a mostly manual process and is performed during the months of January, February and March of each year. We chose a financial impact of less than \$100,000 if service was interrupted. However, in the long term, the financial impact could be much greater. If a service was established that did not fall within the mission of the Health Services Commission, there is the potential that the service would have to be discontinued. The costs associated with that could be quite high.